

Subject: Regarding the NAC review of Census Bureau products, I have question from front line employee

Will anyone be addressing the longer surveys being done and the redundancy of questions, adding to the time of the interview that respondents really don't like? Has anyone who writes these interviews actually ever given an interview and had to deal with respondent frustration over repeated questions and an interview that goes over an hour?

There is also the issue of interview fatigue where people are tired of talking to field representatives and do everything to avoid us. This just leads to FR's hounding people so a SSFA can get a high % of interviews, but it gets annoying to them and us.